

FOR THE LOVE OF LIFE



Products and Services

Overview of Nuffield Health Products and Services

Nuffield Health offers a complete range of health, fitness and wellbeing services.

Nuffield Health wants to help people get the most out of their life, which is why we provide a complete range of health, fitness and wellbeing services. From preventative care to recovery, whether a triage call with a physiotherapist, a consultant appointment, orthopaedic surgery, a full health assessment, a GP visit or going to the gym, we can help. We want people to not only enjoy their life, but to enjoy their health and we do that by putting the power to manage fitness and wellbeing firmly into people's own hands.

Below is an overview on some the different products and services we offer to our patients and members.

Hospitals

Swift, affordable treatment that gets you back to the life you love

Our 31 private hospitals offer a complete health network to keep people well. We aim to get patients fit and healthy so they can enjoy a good quality of life back in their own homes.

At our hospitals, individuals can access affordable private healthcare whether they are paying for it or have medical insurance. We pride ourselves in providing quality healthcare and medical excellence; combining the technology of the future with the values of the past. Choosing Nuffield Health for treatment means patients are selecting the best in healthcare, in a spotlessly clean environment with expert nurses and dedicated specialists.

Last year we introduced the Nuffield Health Promise for patients paying for themselves:

- Our all-inclusive prices are guaranteed
- We will meet any comparable price *
- There are no time limits on the aftercare of our patients **

Our prices reflect the quality of healthcare, and feedback from patients and insurance companies tell us that we score most highly in patient satisfaction results.

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Gyms

Not just a health club, a fitness and wellbeing gym

At our 75 fitness & wellbeing gyms across the UK, the most important thing is getting individuals fit and healthy. As well as great fitness facilities and dedicated staff of health experts, our gyms give people the tools to take the next step on the road to health and wellbeing.

We have a range of in-house experts from physiotherapists to health mentors to keep people motivated throughout their journey with us. Our fitness & wellbeing gyms are more than just a health club.

Wellbeing Membership

A personal approach to fitness

A Wellbeing Membership takes a more personal approach to health and fitness providing individuals with an extra level of expert support. It includes four Health MOTs and five one-to-one sessions with a health mentor. In addition, Wellbeing Members get four expert sessions in nutrition, physiotherapy and personal training.

A personal health mentor will devise an exercise programme that's right for the individual and will be with them every step of the way.

Health Assessments

Tailored to an individual's health and wellbeing needs

We undertake health assessments from over 50 clinics for both corporate organisations and members of the public. These are provided by highly trained physiologists and doctors who help individuals improve their health and wellbeing - whatever their starting point.

We have a suite of different health assessments, so people can choose an assessment that's relevant to them and the factors affecting their health:

- 360+ Health Assessment
- 360 Health Assessment
- Female Health Assessment
- Lifestyle Health Assessment

People who have a health assessment will also receive 24 months free access to Nuffield HealthScore™ and one months free membership at one of our 75 fitness & wellbeing gyms.

Physiotherapy

Setting you on the road to recovery and wellbeing

We are the country's largest provider of physiotherapy, outside the NHS, with over 3,500 physiotherapists and 1,800 clinics, nationwide. We are able to achieve this national coverage through our own clinics and our Fusion network which comprises of over 1,500 carefully selected partner clinics. We provide rapid access to physiotherapy through our national network, with appointments often available within 24 hours of enquiry, and employ the highest standards of clinical governance to ensure we are providing clinical excellence and the most up-to-date treatment pathways for all our patients. As a result the majority of our patients are successfully treated in five sessions or less, a figure significantly lower than the industry average for sessions per course, getting them back to doing the things they love, quicker!

Our physiotherapy network includes specialists in fields such as sports injury rehabilitation, back care, women's health and pregnancy related issues and rehabilitation after surgery. We pride ourselves on having all our physiotherapists attend Cognitive Behavioural Therapy (CBT) and additional pain training. This helps us give patients the confidence and the tools to live a healthy life when managing pain or injury.

We also have an Advanced Level Physiotherapy (ALP) service which offers that next level of expertise that can really tackle complex injuries and presentations that need more in-depth knowledge and experience to help patients get back on track.

Personal Training

Our qualified personal fitness experts

Our wellbeing personal trainers use their expertise to design a fitness and lifestyle programme to suit an individual's goals, helping them become fitter at a healthy rate.

Our personal training is all about an individual - their targets, state of health and how they like to exercise. Whether weight management or looking to increase energy levels, we have a personal trainer for everyone.



Nuffield HealthScore™

Get fitter, live healthier and feel happier

Nuffield HealthScore™ is a personalised platform that allows individuals to monitor everything from exercise and eating behaviour to sleep patterns and stress levels, easily and conveniently.

It is more than just another tracking device. It is unique and personal to the user. Drawing on their current health status and monitoring their health routines, Nuffield HealthScore™ reflects the shape an individual is in right now and then tailors the score to reward them in the most effective way for their future health and wellbeing. Nuffield HealthScore™ is free for all our fitness & wellbeing gym members.

Meet Our Experts

Empowering you with knowledge

We understand the importance of knowledge in managing health and wellbeing. That's why we host free monthly themed events in all our fitness & wellbeing gyms, which bring together a mix of experts on a particular topic, with the aim of passing this knowledge onto people.

These events are free for everyone to attend are designed to be enjoyable, educational and informal, encouraging interaction and participation from guests.

Health MOT

Start your health journey with a Health MOT

No matter how healthy people think they are, there's always room for improvement. A Health MOT is the best way to get a full picture of overall wellbeing so individuals have the information they need to become fitter and healthier.

A Health MOT is a 60min in-depth look at a person's overall health (not just fitness). It covers a series of checks and tests, including BMI, heart rate, cholesterol, blood pressure and blood sugar levels, to find out their personal health status, and finishes with expert advice on how to improve it. It identifies opportunities to improve overall health, giving people the information they need to make positive fitness, diet and lifestyle changes.

All our members undertake a Health MOT when they join our fitness & wellbeing gyms. No other gym offers the same level of clinical testing and expert advice in one place!

Swimming

Dive into swimming lessons and classes

Swimming is not just fun and invigorating, it's also a great form of exercise. It works all the major muscle groups, helping tone your body from top to toe. Most of our fitness & wellbeing gyms have pools and they all have dedicated lanes for lap training.

We help new swimmers, young or old, to discover the benefits of swimming with personal lessons or classes. All of our dedicated instructors are qualified with the ASA or STA swimming governing bodies and are trained to a high standard.



Nutritional Therapists

A nutrition programme designed just for you



Nutritional Therapy is relevant for all individuals, from those with chronic conditions to those looking for more general support to enhance their health and wellbeing. Nutrients and other food components influence the function of the body, protect against disease and restore health. In some individuals diet can be a serious risk factor for a number of diseases.

Our Nutritional Therapist's consider each individual to be unique and will recommend a personalised nutrition and lifestyle programme, rather than a 'one size fits all' approach. They assess the underlying causes of symptoms and look at how different systems in the body may be contributing to a health issue.

They work with individuals to address nutritional balance, understand their health goals, lifestyle demands and medical conditions to help support the body towards regaining or maintaining health.

Physiologists

We will help you reach your goals

Our health and wellbeing physiologists are trained healthcare professionals. They can help individuals to reduce the risk of illness and maximise their health and wellbeing.

They provide advice, motivation and support for our fitness & wellbeing gym members. They are trained to carry out health assessments, give advice and motivate lifestyle changes affecting areas such as exercise, nutrition, sleep and stress management. In addition, they are full professional members of the Royal Society of Public Health.

Medical Centres

A professional and caring environment

We have four dedicated standalone medical centres and a further 39 are available in our hospitals and fitness & wellbeing gyms at many locations nationwide, offering a range of services, at convenient times, that suit an individual's needs.

They offer a comprehensive range of services from health assessments, physiotherapy, nutritional therapy programmes*, GP services* and travel vaccinations*

**Not available in all medical centres*



GP Service

Our GP appointments are easy to access

We offer a private GP service at a number of our hospitals and fitness & wellbeing gyms. For a full list please visit www.nuffieldhealth.com/hospitals/our-experts/private-gps. Our experienced private GPs are available Monday to Friday or, with prior arrangement, can visit individuals at home. They can also make direct referrals to consultants.

One of the advantages of GPs being based within the hospital is that they can arrange for investigations such as blood tests or x-rays to be done at the time of consultation or the following day. They can also ensure rapid referral to any one of the wide range of specialists that consult at the hospital if needed.

The Nuffield Health Promise

Our unique offering to patients who are paying for themselves

The Nuffield Health Promise is our pledge to patients, where we ensure that they receive a clear and transparent price for their treatment, the very best in clinical care, and that there will be no time limits placed on the follow-up care they may require after surgery. We will be there for our patients as long as they need us, not just the 28 days offered by others. It applies to all surgical treatments where patients are paying for themselves.

In addition to guaranteeing that our packages are totally transparent with no hidden surprises, we will also match the costs of any like-for-like treatment offered by another private provider in the area.

We can make this Promise because we're a not-for-profit organisation. We don't have shareholders, which means we can reinvest any surplus we make into continually improving patient care.

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The Nuffield Health Promise

Our prices are totally transparent, inclusive of all costs and guaranteed. That means no hidden surprises.

We promise to meet any comparable price:

Our relationship with you doesn't end when you walk out of our hospitals – there are no time limits on your aftercare."

Recovery Plus

An enhanced recovery programme

Recovery Plus is our flagship recovery programme available free of charge to our private patients at Nuffield Health hospitals. It is an optional enhanced recovery pathway that starts after a patient has finished their post-operative physiotherapy, and enables them to continue their recovery at a Nuffield Health Fitness & Wellbeing Gym, at no extra cost.

Patients are given a personalised programme covering exercise, physio and diet, along with a free three month membership to one of our fitness & wellbeing gyms, to help them maximise their recovery. It is currently available to our private patients for over 25 Orthopaedic and Gynaecological procedures.



Expert Healthcare

Areas of speciality

Nuffield Health hospitals have over 50 years experience providing expert healthcare. Here are just some of the specialities we provide to patients:

- Assisted Conception & Fertility
- Cancer Care
- Cardiac Care
- Cosmetic Surgery
- Eye Surgery
- General Surgery
- Gynaecology
- Men's Health
- Minimally Invasive Surgery
- Weight Loss Surgery
- Women's Health

Matron-led Care

Ensuring patients comfort and safety

We believe that top-quality nursing care is vital for the wellbeing of our patients and that matrons are best placed to support and lead our nursing staff as they put our patients first.

Our initiative, the Nuffield Way of Caring, empowers our 31 matrons in their leadership and caring roles and is based on evidence, best practice and innovation. It enables our matrons to provide leadership to every member of our nursing teams, producing a workforce absolutely committed to patient care, life-long learning and professional development.

Our matrons are the lynchpin of the community at each hospital, meaning our patients get more face time with friendly, highly motivated nursing staff than at other organisations. From the moment a patient arrives to the moment they leave, our matrons will be looking out for them.

Consultants

Experienced health consultants

All our expert consultants are highly experienced and are here to listen to patients needs. During a consultation they will answer questions and talk about a diagnosis and any treatment or procedure required, so patients can feel reassured and in control throughout.

We ensure that our patients have the same consultant looking after them throughout their journey with us. Our patients can be reassured that they are in expert hands from their initial consultation, through treatment and surgery and any aftercare/follow up appointments they may need.

All our consultants are fully qualified and registered with professional bodies, including the General Medical Council (GMC).

Nuffy Bear Children's Day Nurseries

A healthy start for your little ones

At our 10 nurseries, we provide high quality care, education and activities that promote the wellbeing of all children. Our main objective is that by participating in a range of activities, children will develop physically, emotionally, socially, and intellectually and will be encouraged to learn independently and with others.

In addition, we provide carefully thought-out activities appropriate to the children's ages and stages of development, encompassing the Early Learning Goals; and offer a safe, stimulating and caring environment where children are treated as individuals and feel valued and secure.

The safety and wellbeing of each child is our prime concern. We take the necessary steps to safeguard a child's wellbeing if we feel a child is at risk. This is in line with our local safeguarding board policies.



If you would like more information on our products and services, please post your Wellbeing related enquiries on the Wellbeing Marketing Group on Yammer and for Hospital related enquiries contact the Hospital Marketing team via hospitalmarketing@nuffieldhealth.com

